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Department of Agriculture

Office of the Chief Information Officer

DN 3300-019

Telecommunications Mission Area Control Officer (TMACO) -
Roles and Responsibilities

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U.S. DEPARTMENT OF AGRICULTURE
WASHINGTON, D.C. 20250

DEPARTMENTAL NOTICE		Number: 3300-019
SUBJECT: Telecommunications Mission Area Control Officer (TMACO) - Roles and Responsibilities	DATE: January 24, 2006	
	OPI: Office of the Chief Information Officer, Telecommunications Policy and Planning Division	
CODIFICATION/EXPIRATION: This Notice will expire one year from the date it is signed, unless rescinded or canceled earlier.		

1 PURPOSE

The purpose of this Departmental Notice (DN) is to define the roles and responsibilities of the Telecommunications Mission Area Control Officer (TMACO). It is intended to increase the visibility of the TMACO within USDA and to encourage the active support of each TMACO in major information technology investments throughout the Department.

2 POLICY

Each USDA Agency or Staff Office shall establish a TMACO role. The Chief Information Officer (CIO) or Lead Technology Official shall appoint candidates to fill the TMACO role. Senior TMACO roles may be established to oversee Agency TMACOs where telecommunications services are provided for multiple agencies. TMACOs will have oversight authority of Designated Agency Representatives. Any exceptions to this policy need to be approved by the USDA Associate Chief Information Officer for Telecommunications.

The TMACO will have a broad understanding of the policies, principles, technologies, practices, services, Capital Planning and Investment Control, and financial management processes for telecommunications as defined by USDA. The TMACO will be able to effectively communicate and disseminate information to their Agency or Staff Office as it pertains to telecommunications.

3 BACKGROUND

In October 1995 a telecommunications task force was established by USDA to assess and

determine what actions were necessary to address recommendations by the General Accountability Office (GAO), formerly the General Accounting Office, as a result of the audit report titled, “USDA Telecommunications, Better Management and Network Planning Could Save Millions, GAO/AIMD-95-203”. The task force concluded in its February 1996 report to GAO that:

“The processes of planning, acquiring, ordering, billing, invoicing, inventory control, payments, and management of telecommunications services and equipment [are] chaotic at best and totally out of control at the very least. These processes are disparately performed across agencies and even within agencies. The capability to plan, review, and capitalize on USDA telecommunications investments is far beyond the reach of any USDA manager to make rational decisions based on hard inventory and billing facts. Agency managers who are responsible for telecommunications services have neither the information they need to manage these resources nor the billing/invoice information to ensure that USDA is receiving the services it ordered and for which it is being billed. The systems/processes are outdated and broken.”

In June 1998 the role of TMACO was established by the USDA Office of the Chief Information Officer (OCIO) in response to another audit report by GAO titled, “USDA Telecommunications, Strong Leadership Needed to Resolve Management Weaknesses, Achieve Savings, GAO/AIMD-98-131”. The audit report reinforced the need for a central point of contact within each Agency. The Department’s response to the GAO audit report stated that the TMACO role “represent(s) the single point of ordering for telecommunications services within their respective Mission Area” and they “are responsible for executing the established policies” within their respective Mission Area. Furthermore, OCIO reconfirmed that agencies would be compliant with Departmental telecommunications policies and identified the need to provide a level of accountability at the Agency level.

After the TMACO role was established, the TMACOs focused primarily on transitioning the Department from GSA’s FTS2000 Program to the FTS2001 Program. Subsequently in FY03, the TMACOs launched a cost management initiative saving over \$2.5 million by reviewing and reconciling telecommunications accounts. In addition, the TMACOs worked together to redefine the Budget Object Classification Codes (BOCC) specifically related to telecommunications. The redefinition of the BOCCs enabled the Department to better track telecommunications spending.

Although the TMACO role has been recognized for helping to improve the management of telecommunications throughout the Department, in practice they have essentially operated as an ad hoc group. There is a need to formalize the TMACO role and bring consistency to the way these individuals play a part in the management of telecommunications and information technology in each Agency in order to meet common goals and objectives, promote information exchange, share ideas, eliminate redundancy, and streamline processes across the Department. This DN establishes specific roles and responsibilities for the TMACOs and reinforces the original intent of the GAO audit report recommendations to improve

telecommunications management all levels of the Department.

4 APPLICABILITY AND SCOPE

This Departmental Notice applies to all Agencies and Staff Offices.

For the purpose of this DN, “Agency” refers to the TMACO’s area of responsibility, i.e. Mission Area, Service Organization, Agency, or Staff Office.

5 REFERENCES

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6 DEFINITIONS

- a Capital Planning and Investment Control (CPIC) - CPIC is a systematic approach to selecting, managing, and evaluating information technology investments. CPIC is mandated by the Clinger Cohen Act of 1996 which requires federal agencies to focus more on the results achieved through IT investments while streamlining the federal IT procurement process.
- b Designated Agency Representative (DAR) – DARs are designated by the Chief Information Officer or the lead Information Technology Officer within each Agency or Staff Office in coordination with the Agency/Staff Office Telecommunications Mission Area Control Officer (TMACO). DARs are delegated authority under USDA's Departmental Regulation 3300-1 to place orders for telecommunications products and services on behalf of the Agency or Staff Office they represent. Telecommunications Services and Operations within the Office of the Chief Information Officer establishes ordering limitations and guidance for USDA DARs within the context of authorized, pre-existing contracts that clearly state delegations of authority and terms. In order to be authorized to place orders, DARs must complete vendor training associated with a General Services Administration (GSA) contract (e.g. FTS2001/Networx). The TMACO is also certified as a DAR.
- c Enterprise Architecture - The Electronic Government Act of 2002 defines an enterprise architecture as: "a strategic information asset base which defines the mission; the information necessary to perform the mission; the technologies necessary to perform the mission; and the transitional processes for implementing new technologies in response to changing mission needs and includes: a baseline architecture; a target architecture; and a sequencing plan."
- d Foundation Financial Information System (FFIS) – FFIS is USDA's current budget execution and accounting system. This system requires the establishment of obligations for FTS2001 and GSA shared-switch expenditures prior to each fiscal year.

- e FTS2000 – FTS2000 was the GSA contract to provide telecommunications services to Federal Government agencies. This contract was awarded in December 1988.
- f FTS2001 - FTS2001 is the current GSA contract to provide telecommunications services to Federal Government agencies. This contract was awarded in January 1999.
- g Information Systems Security Program Manager (ISSPM) – The Agency ISSPM is the individual formally designated in writing to manage the Agency's System Security Program, including field activities. This individual serves as the single point of contact for all Agency cyber security matters and provides subject matter guidance to Agency personnel.
- h National Telecommunications Services and Operations – NTSO furnishes USDA Agencies and staff offices with cost effective centralized services for telecommunications operations nationwide.
- i Networx – Networx will be the GSA contract to follow FTS2001 to provide telecommunications services to Federal Government agencies.
- j Spectrum Management - Spectrum management is the planning and implementation of programs to promote effective, efficient, and prudent use of the radio spectrum in the best interests of the Nation, taking care to conserve it for uses where other means of communication are not available or feasible. This includes, but is not limited to, planning for where in the spectrum specific uses can be placed most effectively, planning for incorporation of new technology, planning for sharing of common facilities and uses, and the development of regulations to assure efficient, effective, and interference-free communications.
- k Spectrum Management Liaison Officer – The Spectrum Management Liaison Officer serves as the Agency point of contact for all matters relating to NTIA-assigned frequency management.
- l Telecommunications - Includes the transmission, emission, or reception of signals, writing, images, sounds, or intelligence of any nature, by wire, cable, satellite, fiber optics, laser, radio, or any other electronic, electric, electromagnetic, or acoustically coupled means. The term includes the telecommunications facilities and equipment necessary to provide telecommunications services. Telecommunications is a component of Information Technology.
- m Telecommunications Advisory Sub Council (TASC) - The TASC is a senior management level group responsible for developing Department-wide telecommunications solutions, gaining consensus among its members, and presenting them to IT Leadership for approval. In addition, the group serves as a forum for addressing and discussing customer problems and working with Agency representatives for proper resolution.

- n Telecommunications Control Officer (TCO) – The TCO is the point of contact for voice service requirements in the Washington, DC, National Capital Region. The TCO orders WITS telecommunications services. TCOs are delegated authority under USDA's Departmental Regulation 3300-1 to place orders for local telecommunications products and services on behalf of the Agency or Staff Office they represent. A TCO may also be a DAR.
- o Telecommunications Mission Area Control Officers (TMACO) – The TMACO serves as the Agency telecommunications liaison to individuals and organizations internal and external to USDA; advises and counsels individuals or organizations within the Agency regarding the telecommunications functions; and manages the Agency telecommunications programs in a manner consistent with Departmental direction and Agency delivery requirements. TMACOs are required to be certified by OCIO.
- p Telecommunications Operations Management Team (TOMT) - The TOMT provides telecommunications administration and management services for USDA. This team works under National Telecommunications Services and Operations (NTSO).
- q Telecommunications Ordering and Pricing System (TOPS) - TOPS is the General Services Administration (GSA) telecommunications database used for ordering and billing for telecommunications equipment and services at GSA shared-switch locations.
- r Telecommunications Policy and Planning Division (TPPD) – TPPD provides planning and policy guidance and facilitates governance for efficient and cost-effective use and management of USDA telecommunications resources.
- s Telecommunications Services and Operations (TSO) - TSO implements, manages, and maintains USDA Telecommunications Programs through its department-wide telecommunications and network security services and operations.
- t Telephone and Utilities Maintenance System (TUMS) - TUMS is a USDA application that operates in a Web environment requiring Internet and National Finance Center (NFC) security access. TUMS is accessed through a link on the NFC home page. Master accounts for commercial telecommunication services and equipment and public utility services are established and maintained in TUMS.
- u Universal Telecommunications Network (UTN) - The UTN was created to analyze, plan, and implement a new corporate data network backbone for providing its customers with more secure, robust, and flexible telecommunications capabilities and enhanced network support services. The UTN Network contract was awarded to AT&T in 2005.

- v Washington Interagency Telecommunications System (WITS) - The Washington Interagency Telecommunications System (WITS2001) contract is a comprehensive solutions-oriented vehicle, managed by GSA, that provides a broad range of voice, data, video and professional services to federal users in the Washington, D.C. Metropolitan Area.

7 ROLES AND RESPONSIBILITIES

- a USDA Chief Information Officer (CIO) will:

- (1) Formally establish the TMACO role within each Agency, and a Senior TMACO role where service organizations support multiple agencies;
- (2) Ensure that Agencies comply with the provisions of this directive;
- (3) Obtain the financial and human resources necessary to implement Department-level technical training and workshops for the TMACOs;
- (4) Ensure that Agency TMACOs complete a TMACO certification course; and
- (5) Require the Associate Chief Information Officer (ACIO) for Telecommunication Services Operations (TSO) to provide an annual USDA Telecommunications Plan as defined in Section 7c(3) a-j.

- b USDA Associate Chief Information Officer (ACIO) for Telecommunications Services and Operations (TSO) will:

- (1) Provide leadership, guidance, and oversight to the TMACOs;
- (2) Coordinate and facilitate Department-level certification, training, and workshops for the TMACOs; and
- (3) Require Agency Chief Information Officers (CIO) to provide an annual telecommunications plan in accordance with Departmental Regulation 3300-001, Section 9, as defined in Section 7c(3) a-j.

- c Agency CIOs or Lead Technology Officials will:

- (1) Select Agency TMACOS and establish a direct reporting relationship between the TMACO and the CIO or Lead Technology Official;
- (2) Assign the TMACO to serve as the primary telecommunications contact for telecommunications within their respective Agency;

- (3) Engage the TMACO in developing an annual telecommunications plan for submission to the USDA ACIO, TSO. The plan will be prepared according to a standard format defined by OCIO, and shall include the following information:
 - a network topology diagram describing existing services;
 - b list of major information technology investments requiring OMB 300 business case submissions;
 - c annual expenditures for the prior year;
 - d annual telecommunications cost savings and anticipated savings for the next 24 months;
 - e current telecommunications business requirements for each investment;
 - f future requirement for the next 24 months;
 - g expenditures forecast for the next 24 months;
 - h projected service requirements for the next 12 months;
 - i agency telecommunications policies and procedures; and
 - j security measures implemented;

NOTE: Well-documented plans that demonstrate telecommunications expenditures are well-aligned with the Agency plan may allow agencies to earn autonomy from the telecommunications waiver review process.

- (4) Establish a telecommunications waiver process that designates the TMACO as the final approval authority and transmittal agent for the submission of all telecommunications waivers to the Department on behalf of the agency; and
- (5) Distribute telecommunications information received by the TMACO from Department personnel to appropriate Agency personnel.

d Telecommunications Mission Area Control Officers (TMACO) will:

- (1) Serve as the Agency telecommunications liaison to individuals or organizations such as:
 - a Telecommunications Services and Operations (TSO), which includes; the Agency Chief Information Officer (ACIO) of Telecommunications and the TSO Special Projects Staff, Telecommunications Planning and Policy Division (TPPD), and National Telecommunications Services and Operations (NTSO);
 - b The Agency CIO or Lead Technology Official regarding new IT projects or business requirements that may impact Agency or Enterprise network capabilities;
 - c The Agency Information Systems Security Program Manager (ISSPM) on all Information Security issues as they relate to telecommunications;
 - d The Agency Budget and Accounting Offices and other key financial

- individuals regarding telecommunications budgets and costs;
 - e The Agency Project Manager(s) to assist with telecommunications elements of information technology projects and to review all business and project plans for telecommunications requirements;
 - f The Agency or Servicing Agency Procurement Office regarding telecommunications purchases;
 - g The Agency Compliance Office to provide records as needed for telephone abuse and fraud cases. The TMACO maintains access to all systems that provide call detail records for their Agency;
 - h The Agency Spectrum Management Liaison Officer as identified in Appendix C of Departmental Regulation 3300-001;
 - i Other USDA Agencies and Staff Offices on telecommunications issues;
 - j The National Finance Center (NFC) personnel to discuss inquiries related to telecommunications issues, such as vendor payments, TUMS accounts, etc.;
 - k The General Services Administration (GSA) personnel to discuss inquiries related to telecommunications issues, such as TOPS accounts, contract information, etc.; and
 - l Commercial telecommunications vendors, such as Local Exchange Carriers, Wireless Providers, or Telecommunications Equipment Manufacturers.
- (2) Advise and counsel individuals or organizations within the Agency regarding the following telecommunications functions:
- a Work with the Agency CIO to ensure that Agency personnel comply with Departmental Regulations for telecommunications acquisition and architecture. This can be accomplished by developing internal procedures, approval processes, and processes to monitor compliance; and
 - b Review telecommunications service and equipment acquisitions to ensure that they are supported by documented business needs that proper technical analysis has been completed, and that customers consider options for service aggregation
- (3) Manage Agency telecommunications programs in a manner consistent with Departmental direction and Agency delivery requirements. The TMACO will:
- a Review and provide recommendations to draft policy from the OCIO Telecommunications Policy and Planning Division (TPPD) and develop procedures and processes for the Agency that are aligned with the final Departmental policy;
 - b Work with the Agency Chief Information Officer (CIO) to prepare an annual telecommunications plan as described in Section 7c(3) a-j;
 - c Assist project managers in preparing major investment OMB Section 300

Business Cases according to *Appendix O* in the *USDA Capital Planning and Investment Control (CPIC) Guide* and the *USDA Guide for Creating a Telecommunications Plan*. Acknowledge receipt Office of Management and Budget (OMB) Circular A-11, Section 300 business case submissions from OCIO/TSO/TPPD and submit optional comments within the designated review period;

- d Help incorporate telecommunications components into agency and Departmental enterprise architectures and link those components to operational performance, business processes, applications, data requirements and service delivery.
- e Approve and submit all telecommunications waivers to the Department on behalf of the agency. Acknowledge receipt of telecommunications waivers to OCIO TPPD and provide optional comments within the designated review period. Contact Agency project managers as necessary to help resolve outstanding telecommunications issues in order to expedite waiver approvals;
- f Generate reports to the USDA OCIO in response to data calls or inquiries;
- g Maintain access to all telecommunications business support systems for the Agency, to include GSA and NFC Systems (i.e., TOPS, TUMS, etc.), approve access to these systems for designated individuals, and provide or coordinate training for these systems;
- h Track Agency telecommunications acquisitions, implementations, and assets; coordinating activities with the appropriate operational and administrative personnel as needed;
- i Initiate action within the Agency to report telecommunications cost savings for the prior year as well as anticipated savings in the annual telecommunications plan;
- j Analyze and facilitate opportunities for sharing existing or planned dedicated network access services and equipment;
- k Identify mission critical circuits, both voice and data, for priority restoration of services and provide requirements to the OCIO TPPD;
- l Produce records and inventory reports of telecommunications equipment and services in coordination with the appropriate operations and administrative management personnel as required by OCIO;
- m Notify appropriate Agency personnel of requests from OCIO National Telecommunications Services and Operations (NTSO) to obligate funds for FTS and GSA charges at the beginning of each fiscal year;
- n Establish a process by which Agency managers review usage and billing of telecommunication resources to ensure compliance with Departmental and Agency policies and guidelines;
- o Assist agency with transition between General Service Administration (GSA) contracts (e.g. FTS2001 to the GSA Networx contract); and
- p Represent the Agency in telecommunications-related meetings, committees, forums, working groups, review boards, etc. or delegate a subject-matter expert that would best represent the Agency.

8 INQUIRIES

Direct all questions concerning this notice to the Telecommunication Policy and Planning Division, Telecommunications Services and Operations, Office of the Chief Information Officer.